Installation Guide

Sun™ ONE Instant Messaging

Version 6.1

Contents

About This Guide

This guide describes how to install Sun™ Open Net Environment (Sun ONE) Instant Messaging and its accompanying software components. For the most recent information about known problems with this release, see the *Instant Messaging Release Notes*.

This preface contains the following sections:

- Who Should Read This Book
- What You Need to Know
- How This Book is Organized
- Document Conventions
- Where to Find Related Information
- Where to Find This Book Online
- References to Third-Party Websites

Who Should Read This Book

You should read this book if you are responsible for installing and deploying Instant Messaging at your site.

What You Need to Know

Before you install Sun ONE Instant Messaging, you should be familiar with:

- Basic administrative procedures of the operating system on which you are installing the software.

- Sun Java™ Enterprise System installer, as described in the *Sun Java Enterprise System Installation Guide.*

- Sun ONE Directory Server which is used to store user preferences, and for user authentication.

- Sun ONE Web Server Enterprise Edition.

- Any other Java Enterprise System products such as Sun ONE Identity Server, Sun ONE Portal Server, and Sun ONE Messaging Server that you are planning to use with Instant Messaging.

How This Book is Organized

This book contains the following chapters:

- About This Guide (this chapter)

- Chapter 1, "Preparing for Installation"

  Provides much of the information you need to know before beginning the installation. Some of the topics covered include system requirements and installation and provisioning options, including information about how Instant Messaging interoperates with other Sun ONE products such as Sun ONE Portal Server.

- Chapter 2, "Installing and Configuring Instant Messaging"

  Includes detailed instructions for installing and configuring the Sun ONE Instant Messaging server, multiplexor, resources, and the Identity Server Instant Messaging Service.

- Chapter 3, "Setting up and Launching Instant Messenger"

  Provides information about configuring client systems, enabling Java™ Web Start, and adding additional localization client files. Also explains how to launch the client.

-

  Provides solutions for troubleshooting the client.

-

  Includes detailed instructions for removing the Sun ONE Instant Messaging server and multiplexor.

Document Conventions

Monospaced Font

`Monospaced font` is used for any text that appears on the computer screen or text that you should type. It is also used for file names, distinguished names, functions, and examples.

Bold Monospaced Font

`Bold monospaced font` is used to represent text within a code example that you should type. For example, you might see something like this:

`./setup`

In this example, **`./setup`** is what you would type from the command line.

Italicized Font

Italicized font is used to represent text that you enter using information that is unique to your installation (for example, variables). It is used for server paths and names and account IDs.

In the following URL, *webserver* and *webserverport* are variables:

`http://`*`webserver`*`:`*`webserverport`*

When you enter your information, substitute your web server name and web server port where the words *webserver* and *webserverport* appear italicized. For example, if your web server name is i-zed, and the web server port is 9980, then the URL you would enter is:

```
http://i-zed:9980
```

Square or Straight Brackets

Square (or straight) brackets [] are used to enclose optional parameters. For example, in this document you will see the usage for the setup command described as follows:

./setup *[options] [argument]*

It is possible to run the setup command by itself as follows to start the Instant Messaging installation:

./setup

However, the presence of *[options]* and *[arguments]* indicates that there are additional optional parameters that may be added to the setup command. For example, you could use setup command with the -nodisplay option to do an installation from the command line:

./setup -nodisplay

Command-Line Prompts

Command-line prompts (for example, % for a C-Shell, or $ for a Korn or Bourne shell) are not displayed in the examples. Depending on which operating system environment you are using, you will see a variety of different command-line prompts. However, you should enter the command as it appears in the document unless specifically noted otherwise.

Where to Find Related Information

In addition to this book, Sun ONE Instant Messaging comes with the following supplementary information:

- Sun ONE Instant Messaging Release Notes

- *Sun ONE Instant Messaging Deployment Guide*

- *Sun ONE Instant Messaging Administrator's Guide*

Sun ONE Instant Messaging also works with other products such as Sun ONE Directory Server. Documentation for this and other products is available online at the following URL:

```
http://docs.sun.com/db/prod/sunone
```

Where to Find This Book Online

You can find the *Sun ONE Instant Messaging Installation Guide* online in PDF and HTML formats at the following URL:

```
http://docs.sun.com/db/prod/
```

References to Third-Party Websites

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References to Third-Party Websites

Chapter   1

Preparing for Installation

This chapter presents a brief overview for planning your Sun ONE Instant Messaging installation and configuration. The following topics are covered:

- Product Overview

- Installation Overview

- Dependencies on Other Servers

- Deployment Examples

Product Overview

Instant Messaging is made up of the following components:

- Instant Messaging server

- Instant Messaging multiplexor

  The multiplexor consolidates multiple Instant Messenger client connections to the Instant Messaging server into a single connection. The Instant Messaging multiplexor is also referred as the multiplexor. You might want to install one or more multiplexors to help scale your deployment.

- Sun ONE Instant Messenger Resources

  The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

- Instant Messenger

  You run the client, Instant Messenger, when you run the resource files as an applet or using Java^{TM} Web Start.

- Identity Server Instant Messaging Service

  When you deploy Instant Messaging with Sun ONE Identity Server, an Instant Messaging service is added to the Identity Server. The Instant Messaging service enables the administrator to enforce Identity Server policy mechanisms for accessing Instant Messaging.

  You should have already installed Sun ONE Identity Server before installing Instant Messaging with this option.

Installation Overview

To install Sun ONE Instant Messaging on Solaris you will use the Java Enterprise System installer. On Linux and Windows, you use the `setup` program included in the Linux and Windows Media Kit CD. Optionally, you can download the software from the following site:

`http://www.sun.com/software/download/`

The Instant Messaging product and documentation provides procedures and tools for completing and upgrading your installation, for configuring your servers, setting up clients, and so on. For more information on these additional installation and configuration steps, read this guide prior to installing the software.

Before you install, you should verify that the systems on which you plan to install the software meet the minimum product requirements. In addition, you should have a general understanding of Instant Messaging components and deployment options. It is also a good idea to plan how you want to deploy and configure the software components before you begin the installation process. See the *Sun ONE Instant Messaging Release Notes* for hardware and software requirements and supported versions.

Prior to installing Instant Messaging, you need to install a directory server, web server, and optionally a messaging server. On Solaris, you may also need to install Sun ONE Identity Server and Sun ONE Portal Server if you intend to use functionality provided by those servers with Instant Messaging. Interoperating with other servers is described in "Dependencies on Other Servers" on page 13. In addition, "Deployment Examples" on page 16 provides some installation scenarios you can follow to enable various Instant Messaging features.

Dependencies on Other Servers

In addition to the Instant Messaging components, you may need to install additional software depending on your deployment and the Instant Messaging features you want to use. Instant Messaging has the following dependencies:

• Web Server (Required)

The web server hosts Instant Messaging resources such as client files and online help for both the client and server.

You install the resources into the web server's doc root. The location of the resources within the doc root defines the URL for the resources. This URL is also called the `codebase`. For example, assume that the web server `www.example.com` listens on port `89`, the doc root for this web server is `/opt/web/`, and you choose to install the messenger resources in `/opt/web/im`, then the messenger resources codebase is `http://www.example.com:89/im/`.

Refer to your web server documentation for instructions on installing and configuring the web server. For information on how to install and configure Sun ONE Web Server Enterprise Edition, see the documentation at:

`http://docs.sun.com/db/prod/s1websrv`

On Solaris, you do not need to perform a separate web server installation if you choose to use Sun ONE Portal Server. Instead, the Portal Server installation prompts you to install Sun ONE Web Server.

For instructions on installing Sun ONE Web Server, refer to the *Sun ONE Web Server Installation Guide* and the *Java Enterprise System Installation Guide.*

- LDAP Directory Server (Required)

  The directory server provides user authentication for Instant Messaging and contains all the information used by Instant Messaging about users, groups, and organizations.

  Prior to installing Instant Messaging, an LDAP Directory server such as Sun ONE Directory Server should already be installed and configured. On Solaris, you do not need to perform a separate directory server installation if you choose to use Sun ONE Identity Server to authenticate users. Instead, the Identity Server installation prompts you to install Sun ONE Directory Server.

  For instructions on installing Sun ONE Directory Server, refer to the *Sun ONE Directory Server Installation Guide* and the *Java Enterprise System Installation Guide.*

  For information on how to install and configure Sun ONE Directory Server, see the documentation at:

  ```
  http://docs.sun.com/prod/s1dirsrv
  ```

NOTE	If you are using the Solaris 9 operating system, you can use the directory server that is bundled with the operating system.

- SMTP Messaging Server (Optional)

  The messaging server is used to enable email notification for your offline users.

  You need to install a messaging server only if you want to provide email notification of messages to offline users. Users can choose to have instant messages sent to an email address they specify when they are offline. The messaging server is necessary in order to route messages to user email addresses. You do not need to install a separate messaging server for Instant Messaging, instead you can configure Instant Messaging to use an existing messaging server.

  For information on how to install and configure Sun ONE Messaging Server, see the documentation at:

  ```
  http://docs.sun.com/prod/s1msgsrv
  ```

  For instructions on installing Sun ONE Messaging Server, see

- Sun ONE Portal Server (Optional, Solaris Only)

  Portal server enables the following features:

  ○ Instant Messaging archive

  ○ Includes an Instant Messaging channel that allows users to see their contact list with presence indicators, to initiate chat sessions with other users, and to launch Instant Messenger

  ○ Secure access to Instant Messaging through the Portal server's Secure Remote Access component

  For instructions on installing Sun ONE Portal Server, refer to the *Sun ONE Portal Server Installation Guide* and the *Java Enterprise System Installation Guide*

  ```
  http://docs.sun.com/prod/s1portalsrv
  ```

- Sun ONE Identity Server and Identity Server SDK (Optional, Solaris Only)

  Identity server enables the following features:

  ○ **Session management.** Allows you to monitor and terminate sessions from the Sun ONE Identity Server admin console.

  ○ **Policy management.** Allows you to control how various users, roles or organizations use Instant Messaging.

  ○ **Additional LDAP functionality.** The ability to store additional user information in LDAP instead of the file system. This includes contact lists, presence access roles, and subscriptions to conference rooms and news channels.

  If you want to use single sign on, you need to install the Identity Server. To do this, you also need to set up authentication to use the directory used by the Identity Server. In this case, you must use this directory instead of installing a separate directory server for Instant Messaging.

  If you install Identity Server, you do not need to install a directory or web server separately. Instead, the Identity Server installation prompts you to install these servers.

  For information on how to install and configure Sun ONE Identity Server, see the documentation at the following location:

  ```
  http://docs.sun.com/prod/s1idsrv
  ```

Deployment Examples

Depending on the features you want to implement in your deployment, you will need to install different sets of servers. For example, to support email notification, you need to install an SMTP server, if you do not want to support email notification, you don't need the SMTP server. This section describes some deployment options based on feature sets. For information on supported software and versions, see the *Sun ONE Instant Messaging Release Notes.* For more detailed information about servers that interoperate with Instant Messaging, see "Dependencies on Other Servers" on page 13.

Basic Instant Messaging Installation

This option provides basic Instant Messaging functionality such as instant chat, news alerts, and conferences. To provide this basic functionality, you need to install the following:

- Instant Messaging server

- Instant Messaging resources

- Web server such as Sun ONE Web Server

- LDAP Server such as Sun ONE Directory Server

- Instant Messaging multiplexor (optional)

Instant Messaging With Email Notification

This option provides the same functionality as Basic Instant Messaging Installation and also supports email notification to offline users. To provide this functionality, you need to include the servers listed in Basic Instant Messaging Installation and also install an SMTP server such as Sun ONE Messaging Server in your deployment. To enable this feature, you are prompted to identify the SMTP server to use with Instant Messaging during installation. If you do not have an SMTP server installed, you must install one before installing the Instant Messaging software.

Instant Messaging With Identity-based Server Policy Management or Single Sign On (Solaris Only)

This option provides the same functionality as Basic Instant Messaging Installation and also allows you to access and use Sun ONE Identity Server policy features and single sign on. To provide this functionality, you need to include the servers listed in Basic Instant Messaging Installation and also install Sun ONE Identity Server in your deployment. In addition, you need to install Sun ONE Identity Server SDK on the Instant Messaging server's host.

In this case, Instant Messaging uses the directory to search for users but not to authenticate or authorize them. Instead, the Sun ONE Identity Server is responsible for authenticating and authorizing users.

Instant Messaging With Portal-based Secure Mode or Archiving (Solaris Only)

This option provides the same functionality as Basic Instant Messaging Installation and also supports message archiving, and allows you to run Instant Messaging in secure mode. To provide this functionality, you need to include the servers listed in Basic Instant Messaging Installation and also install the Sun ONE Portal Server and Sun ONE Identity Server in your deployment.

If you want, you can use the directory and web servers used by the Identity Server. If you choose to do this, you do not need to install additional instances of those servers.

Instant Messaging With All Features Enabled (Solaris Only)

You can install Instant Messaging and enable all the features listed in this section. If you choose to do this:

• You will need to install the following servers before you install Instant Messaging:

❍ Sun ONE Directory Server (during Identity Server installation)

❍ Sun ONE Web Server (during Identity Server installation)

❍ Sun ONE Identity Server

❍ Sun ONE Portal Server

❍ Sun ONE Messaging Server

• You need to install Instant Messaging resources on the web server's host.

• You need to install Sun ONE Identity Server SDK on the Instant Messaging server's host.

• You need to install the Identity Server Instant Messaging Service on the Identity Server's host.

Installing and Configuring Instant Messaging

This chapter describes installing, upgrading, and migrating Instant Messaging in the following sections:

- Before You Begin

- Installing and Configuring Instant Messaging

- Migrating and Upgrading Instant Messaging From a Previous Version

- Post-upgrade Instructions (Linux and Windows)

Before You Begin

Before you install, upgrade, or migrate Instant Messaging, you should read and understand the information in Chapter 1, "Preparing for Installation," and then complete the installation checklist in this section.

Completing the Installation Checklist

During installation, upgrade, and migration, you will be prompted for some basic configuration information. You should gather this information before you begin. You will be prompted for some or all of the information depending on the components you decide to install.

Print out Table 2-1 and write the values for your deployment in the space provided. You can reuse this installation worksheet for multiple installations of Instant Messaging, uninstallation, or for Instant Messaging upgrades. This table contains passwords and other sensitive information, so you should store this information in a safe place.

Table 2-1   Instant Messaging Installation Parameters

Parameter	Description	Your Answers
Installation Directory	*instant-messaging-install-dir* or *installation directory*	
	Directory in which Instant Messaging is installed.	
	Defaults:	
	Solaris: `/opt/SUNWiim`	
	Linux: `/opt/soim`	
	Windows: `C:\Program Files\Sun\Instant Messaging`	
Instant Messaging Server Host and Domain Name	Host name on which Instant Messaging is installed and the domain name associated with the host. For example:	
	Host Name: `instantmessaging.siroe.com`	
	Domain Name: `siroe.com`	
Instant Messaging Server Port Number	The port number on which the Instant Messaging Server listens for incoming requests other than those sent by Instant Messenger clients.	
	Default: 49999	
Multiplexor Port Number (Multiplexor Configuration Only)	The port number on which the Instant Messaging Server listens for incoming requests from Instant Messenger clients.	
	Default: 49909	
Disable Server	Select this option if the instance you installed will act as a multiplexor and not a server. If you select this option, you must provide a value for Remote Instant Messaging Server Host Name (Multiplexor Configuration Only).	
Remote Instant Messaging Server Host Name (Multiplexor Configuration Only)	The host name of the Instant Messaging Server for which this multiplexor routes messages. Do not enter a value for this parameter if the installed instance you are configuring is an Instant Messaging Server and not a multiplexor.	
	Dependencies: The Disable Server parameter must be selected, that is, server functionality is disabled.	

Table 2-1   Instant Messaging Installation Parameters

Parameter	Description	Your Answers
Assign Instant Messaging Services to existing users (Solaris Only, Optional)	If selected, this option enables Instant Messaging for existing Sun ONE Identity Server users. Dependencies: Sun ONE Portal Server and Sun ONE Identity Server.	
Secure Mode (Solaris Only, Optional)	When selected, enables integration with Sun ONE Portal Server Secure Remote Access. Secure Remote Access provides secure access to remote users in an intranet. Users can access Secure Remote Access by logging in to the web-based Portal Server Desktop through the portal gateway. Dependencies: Requires Sun ONE Portal Server and Sun ONE Identity Server. You can run Instant Messaging in secure mode only if Sun ONE Portal Server, Secure Remote Access is configured. See *Sun ONE Instant Messaging Administrator's Guide* and *Sun ONE Portal Server, Secure Remote Access Administrator's Guide* for instructions. If you enable this feature, you must provide values for the following parameters: • Netlet Instant Messaging Port Number (Solaris Only, Optional) • Messenger Secure Download Port (Solaris Only, Optional)	
Netlet Instant Messaging Port Number (Solaris Only, Optional)	If you enabled Secure Mode (Solaris Only, Optional), this is the port number on which Netlet listens for incoming requests. Default: 49917 Dependencies: Secure Mode (Solaris Only, Optional) enabled, Sun ONE Portal Server and Sun ONE Identity Server.	

Table 2-1   Instant Messaging Installation Parameters

Parameter	Description	Your Answers
Messenger Secure Download Port (Solaris Only, Optional)	If you enabled Secure Mode (Solaris Only, Optional), this is the port number from which Instant Messenger resources will be downloaded through Netlet. Default: 49916 Dependencies: Secure Mode (Solaris Only, Optional) enabled, Sun ONE Portal Server and Sun ONE Identity Server.	
Enable Instant Message Archive (Solaris Only, Optional)	If selected, enables Sun ONE Portal Server search-based archiving for Instant Messaging. Dependencies: Sun ONE Portal Server and Sun ONE Identity Server.	
LDAP Host Name	The host name of the LDAP server that contains user and group information for Instant Messaging. For example, `directory.siroe.com`. Dependencies: LDAP server such as Sun ONE Directory Server.	
LDAP Port Number	The port number on which the directory server listens for incoming requests. For example, `389`. Dependencies: LDAP server such as Sun ONE Directory Server.	
Base DN	The base distinguished name in the directory tree that contains user and group information for Instant Messaging. For example, `o=airius.com`. Dependencies: LDAP server such as Sun ONE Directory Server.	
Bind DN	During installation, you must use the Directory Manager Bind DN and password. The information is used to update the directory schema with the Instant Messaging and presence service templates and attributes only. This requires Directory Manager access. The Directory Manager Bind DN and password are not saved or used beyond installation and initial configuration. For server configuration, Instant Messaging uses this Bind DN to search users and groups in the directory. Leave this blank if the directory can be searched anonymously. Dependencies: LDAP server such as Sun ONE Directory Server.	
Bind Password	The Bind DN password.	

Table 2-1   Instant Messaging Installation Parameters

Parameter	Description	Your Answers
SMTP Server Host Name (Optional)	The host name of the SMTP server used to send email notification of messages to offline users. For example, `mail.siroe.com`. If the SMTP server does not use port 25, specify the port along with the host name. For example, if the SMTP server uses port `1025`: `mail.siroe.com:1025` Dependencies: SMTP server such as Sun ONE Messaging Server.	
Database, Logs, and Runtime File Pathname	The location where the runtime files, database, and logs are stored. Defaults: Solaris: `/var/opt/SUNWiim/default` Linux: `/var/opt/soim` Windows: `C:\Program Files\Sun\Instant Messaging`	
Resources and Help Files Pathname	*instant-messaging-resource-directory* or *resource directory* The directory in which the resource and online help files are installed. Defaults: Solaris: `/opt/SUNWiim/html` Linux: `/opt/soim/html` Windows: `C:\Program Files\Sun\Instant Messaging\html`	

Table 2-1   Instant Messaging Installation Parameters

Parameter	Description	Your Answers
Code Base	The URL from which Instant Messenger downloads resources.	
	You install the resources into the web server's doc root. For example, assume that the web server `www.example.com` listens on port `89`, the doc root for this web server is `/opt/web/`, and you choose to install the messenger resources in `/opt/web/im`, then the messenger resources codebase is as follows:	
	`http://www.example.com:89/im/`	
	If you do not provide the correct `codebase` during installation, you need to update the messenger launch pages *codebase*/*lang*/`im[ssl].html` and *codebase*/*lang*/`im[ssl].jnlp` with the correct URL.	
	On UNIX, it is possible to install the resources in a directory and use a symbolic link to make the resources visible to the web server.	
	For instance, if in the above example you installed the resources in `/opt/SUNWiim/html`, the messenger resources can be made visible to the web server by creating the following symbolic link.	
	`ln -s /opt/SUNWiim/html /opt/web/im`	
	See the *Sun ONE Instant Messaging Administrator's Guide*, and your web server documentation for more information.	

Installing and Configuring Instant Messaging

Use the JES installation program to install Instant Messaging on Solaris. For Linux and Windows, use the `setup` program provided on the Instant Messaging for Windows and Linux Media Kit installation CD.

Before installing, ensure that you have completed the steps in , and installed and configured any additional servers required for your Instant Messaging deployment. For information on which servers you may need to install, see .

You use the same procedure to install the server and the multiplexor. When you install the server, the multiplexor is also installed and enabled. If you want to support a multiplexor only on a host, you disable the server installed on that host. A multiplexor is used to balance the load of routing messages in large installations. See Chapter 1, "Preparing for Installation," for more information about multiplexors.

If the web server and Instant Messaging server do not reside on the same host, install the Instant Messenger resources on the web server host.

Instructions for installing Instant Messaging are detailed in the following sections:

- Installing and Configuring Using the JES Installation Program (Solaris Only)

- Installing and Configuring Using the Graphical User Interface (Linux and Windows)

- Installing and Configuring from the Command-Line (Linux Only)

Installing and Configuring Using the JES Installation Program (Solaris Only)

To install the Instant Messaging components:

1. Run the JES installation program.

    You can install using the graphical user interface or the command-line. For detailed instructions on using the JES installation program, see the *Java Enterprise System Installation Guide.*

2. When prompted to choose components to install, expand Instant Messaging and select the components you want to install:

   ❍ Instant Messaging Core Services

   This component includes both the server and multiplexor software.

   The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

   ❍ Sun ONE Instant Messenger Resources

   The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

   ❍ Identity Server Instant Messaging Service

   When you deploy Instant Messaging with Sun ONE Identity Server, an Instant Messaging service is added to the Identity Server. The Instant Messaging service enables the administrator to enforce Identity Server policy mechanisms for accessing Instant Messaging.

   You should have already installed Sun ONE Identity Server before installing Instant Messaging with this option.

3. Follow the on-screen instructions.

4. After installing, you need to configure Instant Messaging using the `configure` utility. To do this:

   a. Change to the directory in which you installed Instant Messaging.

   By default, this directory is `/opt/SUNWiim`.

   b. Run the `configure` utility:

   Graphical user interface: **configure**

   Command-line: **configure -nodisplay**

   A series of prompts appears, requesting information that will set up the initial configuration for Instant Messaging. The prompts that appear vary depending on the components you chose. Fill in the requested information using the values from your checklist. See "Completing the Installation Checklist" on page 19 for more information.

Installing and Configuring Using the Graphical User Interface (Linux and Windows)

When you run setup to install Instant Messaging, you install the new software and provide initial configuration information.

To install the Instant Messaging components on Linux and Windows:

1. Log in as a superuser. For example, root (Linux) or administrator (Windows).

2. Extract the Instant Messaging archive file to a temporary directory.

   Do not extract the archive file to the directory in which you want to install Instant Messaging.

3. Change to the directory in which you extracted the archive file, and then type **./setup** (Linux) or run setup.exe (Windows).

NOTE	Linux only: Do not run the installation program in the background.
	If you are installing on a remote machine or if root does not own the display, set the DISPLAY environment variable to your host name. For example in C shell type:
	setenv DISPLAY *myhost*:0.0

   The installation program displays the Welcome screen.

4. Click Next to continue.

   The License Agreement appears.

5. Read the license agreement and click Yes (Accept License) to accept it, or click No to exit without installing.

   The Software Requirements dialog box appears, displaying requirements and dependencies for Instant Messaging.

6. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then click Next.

   If you do not have the proper servers installed, click Exit to quit the Instant Messaging installation. See "Dependencies on Other Servers" on page 13 for information about other servers required for Instant Messaging.

7. Select the directory in which you want to install the Instant Messaging software and click Next.

    The default directory is `/opt/soim` for Linux and `C:\Program Files\Sun\Instant Messaging` for Windows.

    The Select Components dialog box appears, displaying the following options:

    ❍ Instant Messaging Server

       This component includes both the server and multiplexor software.

       The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

    ❍ Sun ONE Instant Messenger Resources

       The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

8. Select the software components you want to install and click Next.

    The Confirm Upgrade and Addition of Components dialog box appears, displaying a list of components to be installed.

9. Confirm the list of components, and click Next.

    If you are installing the Instant Messenger Resources, the Instant Messenger Resource Directory dialog box appears, displaying the location where the installation program will install the resource files. The default directories for resources are as follows:

    For Linux: `/var/opt/soim/html`

    For Windows: `C:\Program Files\Sun\Instant Messaging\html`

10. Click Next.

    The installation program verifies that there is adequate disk space and then displays the Ready to Install dialog box.

11. Click Install Now.

    When the installation process completes, the Summary Information dialog box appears.

12. Click Details to review the summary information about the installation. When you have finished reviewing the summary information, click Dismiss to close the Summary Information dialog box.

13. Click Next to begin configuring Instant Messaging.

A series of dialog boxes appears requesting information that will set up the initial configuration for Instant Messaging. The dialog boxes that appear vary depending on the components you selected. Fill in the requested information using the values from your checklist. See "Completing the Installation Checklist" on page 19 for more information.

14. Click Exit to exit the installation program.

Installing and Configuring from the Command-Line (Linux Only)

When you run setup to install Instant Messaging, you install the new software and provide initial configuration information.

To install the Instant Messaging components from the command-line, follow these steps:

1. In a local terminal window, log in as root.

2. Extract the Instant Messaging archive file to a temporary directory.

Do not extract the archive file to the directory in which you want to install Instant Messaging.

3. Change to the directory in which you extracted the archive file, and then type:

./setup -nodisplay

The installation program runs in the current window, and text appears explaining how the command-line installation works.

4. Press Enter to continue.

A welcome message appears.

5. Press Enter to continue.

Preparatory text appears.

6. Press Enter to display the Sun ONE Software License Agreement.

7. Read the license agreement and type `Yes` (Accept License) and press Enter to accept it and continue. Type `No` and press Enter to abort the installation program without installing Sun ONE Instant Messaging.

The Software Requirements screen appears, displaying requirements and dependencies for Instant Messaging.

8. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then press Enter.

If you do not have the proper servers installed, type `Exit` to quit the Instant Messaging installation. See "Dependencies on Other Servers" on page 13 for information about other servers required for Instant Messaging.

9. Select the directory in which you want to install the Instant Messaging software and press Enter.

The default directory is `/opt/soim`.

The Select Components screen appears, displaying the following options:

❍ Instant Messaging Server

This component includes both the server and multiplexor software.

The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

❍ Sun ONE Instant Messenger Resources

The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

10. Select the software components you want to install and press Enter.

The Confirm Upgrade and Addition of Components screen appears, displaying a list of components to be installed.

11. Confirm the list of components, and press Enter.

If you are installing the Sun ONE Instant Messenger Resources, the Instant Messenger Resource Directory screen appears, displaying the location where the installation program will install the resource files. The default directory for resources is `/var/opt/soim/html`.

12. Either accept the default or type a different directory and then press Enter.

The installation program verifies that there is adequate disk space and then displays the Ready to Install screen.

13. Press Enter to begin the installation.

    When the installation process completes, the Summary Information screen appears.

14. Press Enter to begin configuring Instant Messaging.

    A series of prompts appears requesting information that will set up the initial configuration for Instant Messaging. The prompts that appear vary depending on the components you selected. Fill in the requested information using the values from your checklist. See "Completing the Installation Checklist" on page 19 for more information.

15. Type Exit to exit the installation program.

Migrating and Upgrading Instant Messaging From a Previous Version

You can upgrade Instant Messaging from a previous version of the software; however, the process by which you upgrade differs depending on the platform you use. On Solaris, you perform a clean installation then migrate your existing data. On Linux and Windows, you can upgrade directly on top of the previous version of Instant Messaging.

To migrate or upgrade Instant Messaging, you need to complete the following:

1. Obtain the Instant Messaging software.

2. Plan time for shutting down the Instant Messaging server.

3. Inform your users ahead of time about the planned shutdown.

4. Back up the database and any existing resource and configuration files you have customized. This includes files in the *DB*, *installation*, and *resource* directories. Default locations for these directories are as follows:

Solaris	*DB directory*: `/var/opt/SUNWiim/default/db`
	Installation directory: `/opt/SUNWiim`
	Resource directory: `/var/opt/SUNWiim/html`
Linux	*DB directory*: `/var/opt/soim/db`
	Installation directory: `/opt/soim`
	Resource directory: `/var/opt/soim/html`

Windows	*DB directory*: C:\Program Files\Sun\Instant Messaging\db
	Installation directory: C:\Program Files\Sun\Instant Messaging
	Resource directory: C:\Program Files\Sun\Instant Messaging\html

5. (Solaris Only) Uninstall Instant Messaging and then delete any directories and security packages, such as NSRP and NSS, that were not removed during the uninstallation. Instructions on uninstalling are provided in the *Sun Java Enterprise System Installation Guide.*

6. Ensure that you have completed the checklist in "Completing the Installation Checklist" on page 19. You will need this information to configure Instant Messaging after you upgrade.

7. If you have previously installed IM Portal Channel and Portal Archive, you must remove them prior to upgrading Instant Messaging.

8. Ensure that you have any other required servers installed and configured.

   See "Dependencies on Other Servers" on page 13 for more information.

9. Shut down the Instant Messaging server and any multiplexors.

10. Perform the upgrade or migration.

    This includes installing the new software and configuring Instant Messaging.

11. Perform the post-upgrade procedures.

    Solaris: Migrate your data. See "Migrating Instant Messaging (Solaris Only)" on page 33.

    Linux and Windows: During upgrade, the setup program creates .new files in the config and html directories. These files contain all the changes added in this version. For example, the installer creates a iim.conf.new file if you customized the existing iim.conf file. After you upgrade, you need to merge the changes back into your customized files. "Upgrading Instant Messaging (Linux and Windows)" on page 33.

Migrating and upgrading are described in detail in the following sections:

- Migrating Instant Messaging (Solaris Only)

- Upgrading Instant Messaging (Linux and Windows)

Migrating Instant Messaging (Solaris Only)

In order to upgrade to this release of Instant Messaging, you need to back up your current installation, perform a fresh installation using the JES installation program, then migrate your existing data from the backup to the new installation.

To migrate your data to the new version of Instant Messaging, after you finish installing, copy the following directories from your backup to the new installation directory:

- Database directory:

- By default, this directory is `/var/opt/SUNWiim/default/db`

- Server configuration files directory.

  By default, this directory is `/etc/opt/SUNWiim`.

- Customized Messenger resource files.

  This includes any files you customized in `/opt/SUNWiim/html`.

Upgrading Instant Messaging (Linux and Windows)

On Linux, you can upgrade Instant Messaging using the `setup` program's graphical user interface, or the command-line interface. On Windows, you must use the graphical user interface to upgrade Instant Messaging.

Upgrading is described in the following sections:

- Upgrade Instant Messaging Using the Graphical User Interface (Linux and Windows)

- Upgrade from the Command-Line (Linux Only)

Upgrade Instant Messaging Using the Graphical User Interface (Linux and Windows)

When you run `setup` to upgrade an existing installation, you install the new software and provide initial configuration information for Instant Messaging.

To upgrade the Instant Messaging Server, multiplexor, and resources, follow these steps:

1. Log in as a superuser. For example, `root` (Linux) or `administrator` (Windows).

2. Shut down the Instant Messaging server and multiplexor:

   Linux: `imadmin stop`

   Windows: Stop the server from the Services Control Panel.

3. Extract the Instant Messaging archive file to a temporary directory.

   Do not extract the archive file to the directory in which Instant Messaging is installed.

4. Change to the directory in which you extracted the archive file, and then type **./setup** (Linux) or run `setup.exe` (Windows).

NOTE   Linux only: Do not run the installation program in the background.

   If you are installing on a remote machine or if `root` does not own the display, set the `DISPLAY` environment variable to your host name. For example in C shell type:

   `setenv DISPLAY` *myhost*:0.0

   The installation program displays the Welcome dialog box.

5. Click Next to continue.

   The License Agreement appears.

6. Read the license agreement and click Yes (Accept License) to accept, or click No to exit without upgrading.

   The Software Requirements dialog box appears, displaying requirements and dependencies for Instant Messaging.

7. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then click Next.

If you do not have the proper servers installed, click Exit to quit the Instant Messaging installation. See "Dependencies on Other Servers" on page 13 for information about other servers required for Instant Messaging.

The Select Components dialog box appears, displaying the following options:

❍ Instant Messaging Server

This component includes both the server and multiplexor software.

The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

❍ Sun ONE Instant Messenger Resources

The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

The installation program automatically selects the components that are already installed on the system. If the same or a higher version of a component is already installed on the system, the component appears disabled in the list.

8. Select any additional software components you want to upgrade and click Next.

The Confirm Upgrade and Addition of Components dialog box appears, displaying a list of components to be upgraded.

9. Confirm the list of components and click Next.

If you are upgrading the resources, the Instant Messenger Resource Directory dialog box appears, displaying the location where the `setup` program will install the resource files. The default directories for messenger resources are as follows:

For Linux: `/var/opt/soim/html`

For Windows: `C:\Program Files\Sun\Instant Messaging\html`

10. Click Next.

The `setup` program verifies that there is adequate disk space and then displays the Ready to Install dialog box.

11. Click Install Now.

    When the upgrade process completes, the Summary Information dialog box appears.

12. Click Details to review the summary information about the upgrade. When you have finished reviewing the summary information, click Dismiss to close the Summary Information dialog box.

13. Click Next to begin configuring Instant Messaging.

    A series of dialog boxes appears requesting information that will set up the initial configuration for Instant Messaging. The dialog boxes that appear vary depending on the components you selected in Step 7 on page 35. Fill in the requested information using the values from your checklist. See "Completing the Installation Checklist" on page 19 for more information.

14. Click Exit to exit the setup program.

    If you made a backup of your old installation and want to restore the database or customized files from the backup, see "Post-upgrade Instructions (Linux and Windows)" on page 38.

Upgrade from the Command-Line (Linux Only)

When you run setup to upgrade an existing installation, you install the new software and provide initial configuration information for Instant Messaging.

To upgrade the Instant Messaging Server, multiplexor, and resources from the command-line, follow these steps:

1. In a local terminal window, log in as root.

2. Extract the Instant Messaging archive file to a temporary directory.

    Do not extract the archive file to the directory in which Instant Messaging is installed.

3. Change to the directory in which you extracted the archive file, and then type:

    `./setup -nodisplay`

    The setup program runs in the current window, and text appears explaining how the command-line installation works.

4. Press Enter to continue.

    A welcome message appears.

5. Press Enter to continue.

Preparatory text appears.

6. Press Enter to display the Sun ONE Software License Agreement.

7. Read the license agreement and type `Yes` (Accept License) and press Enter to accept it and continue. Type `No` and press Enter to exit the `setup` program without upgrading.

The Software Requirements screen appears, displaying requirements and dependencies for Instant Messaging.

8. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then press Enter.

If you do not have the proper servers installed, type `Exit` to exit the `setup` program. See "Dependencies on Other Servers" on page 13 for information about other servers required for Instant Messaging.

The Select Components screen appears, displaying the following options:

❍ Instant Messaging Server

This component includes both the server and multiplexor software.

The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

❍ Sun ONE Instant Messenger Resources

The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

The installation program automatically selects the components that are already installed on the system. If the same or a higher version of a component is already installed on the system, the component appears disabled in the list.

9. Select any additional software components you want to upgrade and press Enter.

The Confirm Upgrade and Addition of Components screen appears, displaying a list of components to be upgraded.

10. Confirm the list of components, and then press Enter.

If you are upgrading Sun ONE Instant Messenger resources, the Instant Messenger Resource Directory screen appears, displaying the location where the `setup` program will install the resource files. The default directory for Instant Messenger resources is `/var/opt/soim/html`.

11. Press Enter.

The `setup` program verifies that there is adequate disk space and then displays the Ready to Install screen.

12. Press Enter.

When the upgrade process finishes installing the software, the Summary Information screen appears.

13. Press Enter to begin configuring Instant Messaging.

A series of prompts appear requesting information that will set up the initial configuration for Instant Messaging. The prompts that appear vary depending on the components you selected in Step 8 on page 37. Fill in the requested information using the values from your checklist. See "Completing the Installation Checklist" on page 19 for more information.

14. Type `Exit` to exit the `setup` program when you have finished upgrading and configuring Instant Messaging.

If you made a backup of your old installation and want to restore the database or customized files from the backup, see "Post-upgrade Instructions (Linux and Windows)" on page 38.

Post-upgrade Instructions (Linux and Windows)

To restore the database from the backup you created, copy the backup *DB directory* and all its contents into the new *DB directory*. By default, the DB directory created during upgrade is installed in the following location:

Linux: `/var/opt/soim/db`

Windows: `C:\Program Files\Sun\Instant Messaging\db`

During upgrade, the `setup` program creates `.new` files in the `config` and `html` directories. These files contain all the changes added in this version. For example, the installer creates a `iim.conf.new` file if you customized the existing `iim.conf` file.

After you upgrade to the new version, you need to locate the .new files, and merge the changes into your existing files. If you do not want to save the changes you made, delete the old file, and rename the corresponding .new file.

When merging the changes, compare the old files with the .new files, line by line, and edit your existing files to incorporate these changes.

Table 2-2 lists files that can be customized, and for which .new files are created during upgrade.

Table 2-2   .new Files

Type of Files	Linux	Windows
Configuration	*installation directory*/default/config/iim.conf	*installation directory*\config\iim.conf
	installation directory/default/config/acls/sysAdmin.acl	*installation directory*\config\acls\sysAdmin.acl
	installation directory/default/config/acls/sysTopicsAdd.acl	*installation directory*\config\acls\sysTopicsAdd.acl
	installation directory/default/config/acls/sysRoomsAdd.acl	*installation directory*\config\acls\sysRoomsAdd.acl
	installation directory/default/config/acls/sysSendAlerts.acl	*installation directory*\config\acls\sysSendAlerts.acl
	installation directory/acls/sysWatch.acl	*installation directory*\config\acls\sysWatch.acl
	installation directory/default/config/acls/sysSaveUserSettings.acl	*installation directory*\config\acls\sysSaveUserSettings.acl

For Linux the default value for *installation directory* is /opt/soim/config and *resource directory* is /opt/soim/html.

For Windows the default value for *installation directory* is c:\Program Files\Sun\InstantMessaging, and *resource directory* is c:\Program Files\Sun\InstantMessaging\html.

Table 2-2   .new Files *(Continued)*

Type of Files	Linux	Windows
Resource	*resource directory*/im.html	*resource directory*\im.html
	resource directory/im.jnlp	*resource directory*\im.jnlp
	resource directory/index.html	*resource directory*\index.html
	resource directory/language/imres.jnlp	*resource directory**language*\imres.jnlp
	resource directory/language/imbrand.jar	*resource directory**language*\imbrand.jar
	resource directory/imssl.jnlp	*resource directory*\imssl.jnlp
	resource directory/imssl.html	*resource directory*\imssl.html

For Linux the default value for *installation directory* is /opt/soim/config and *resource directory* is /opt/soim/html.

For Windows the default value for *installation directory* is c:\Program Files\Sun\InstantMessaging, and *resource directory* is c:\Program Files\Sun\InstantMessaging\html.

Setting up and Launching Instant Messenger

This chapter contains information about configuring the web server and client systems to support Instant Messenger in the following sections:

- Enabling Java^{TM} Web Start
- Configuring Client Systems
- Launching Sun One Instant Messaging

Enabling Java^{TM} Web Start

To use Instant Messenger with Java Web start, you need to install the software, then configure your web server to work with Java Web Start. For instructions on installing Java Web Start, go to the following location:

`http://java.sun.com/products/javawebstart`

To enable Java Web Start support in your web server, you need to edit the web server's `mime.types` file to include the following definition for JNLP:

Content Type: `application/x-java-jnlp-file`

Suffix: `jnlp`

On Sun ONE Web Server Enterprise Edition

To add the MIME type to Sun ONE Web Server, complete the following:

1. Type the following URL to access the administration server in your browser:

   `http://`***hostname.domain-name:administration_port***

   For example: `http://budgie.siroe.com:8888`

   Sun ONE Web Server displays a window prompting you for a user name and password.

2. Type the administration user name and password you specified during the web server installation.

   The web server displays the Administration Server page.

3. On the Manage Servers page, click Manage.

   The web server displays the Server Manager page.

4. Click the MIME Types link.

5. From the MIME file drop-down list, choose a MIME type to edit and click OK.

6. In the Global MIME Types page, select `type` from the Category drop-down list.

7. In the Content-Type text box, type:

   `application/x-java-jnlp-file`

8. In the File-Suffix text box, type:

   `jnlp`

9. Click New Type to create the MIME type.

10. Restart the web server for this change to take effect.

On Apache Web Server

Add the following line to the `mime.types` file:

`application/x-java-jnlp-file jnlp`

By default, this file is located in the Apache Web Server configuration directory.

Configuring Client Systems

If the client machine has the appropriate version of Java installed, there are no additional requirements to use either Java Plug-in or Java Web Start. Netscape Navigator v7 as well as the recent versions of the Mozilla browser include the latest version of Java, while Internet Explorer does not. See the Sun ONE Instant Messaging Release Notes for version requirements.

If the client machine does not have the required version of Java installed, you need to install Java Web Start. You can download and Install Java from the following location:

```
http://www.java.sun.com/j2se
```

You can download and install Java Web Start from the following location:

```
http://www.java.sun.com/products/javawebstart
```

Launching Sun One Instant Messaging

This chapter provides instructions on launching Instant Messenger, the Instant Messaging client application.

You can run Instant Messenger as an applet within a web browser, or as a standalone application as described in the following sections:

- Running Instant Messenger From a Web Browser

- Running Instant Messenger as a Standalone Application

Running Instant Messenger From a Web Browser

To run Instant Messenger as an applet within a web browser:

1. Start the web browser.

   For information on supported browsers, see the Sun ONE Instant Messaging Release Notes.

2. Go to the Sun ONE Instant Messaging home page. By default, the home page is stored as `index.html`. Use the following format to locate the Instant Messaging home page:

   `http://`***codebase***`/index.html`

   Where *codebase* is the URL that corresponds to the location of the resource files on the web server.

3. Click Use Java Plug-In.

   If you customized the home page and changed the link text, click the link that corresponds to running Instant Messenger as an applet within a browser. The link points to either `im.jnlp` (standard) or `imssl.jnlp` (secure mode).

Running Instant Messenger as a Standalone Application

To run Instant Messenger as a standalone application:

1. Start the web browser.

   For information on supported browsers, see the *Sun ONE Instant Messaging Release Notes.*

2. Go to the Sun ONE Instant Messaging home page. By default, the home page is stored as `index.html`. Use the following format to locate the Instant Messaging home page:

   `http://`***codebase***`/index.html`

   Where *codebase* is the URL that corresponds to the location of the resource files on the web server.

3. Click Use Java Web Start.

   If you customized the home page and changed the link text, click the link that corresponds to running Instant Messenger using Java^{TM} Web Start. The link points to either `im.html` (standard) or `imssl.html` (secure mode).

   When the Instant Messenger session is established using the Java Plug-in, the browser window must be dedicated to its use.

   You cannot locate any other URLs with this browser window, nor can you close the browser window without terminating the Instant Messenger session.

See *Sun ONE Instant Messaging Administrator's Guide* for information on customizing the resource pages.

Launching Sun One Instant Messaging

Troubleshooting

This chapter contains troubleshooting information for Instant Messaging and Instant Messenger in the following sections:

- Creating a UNIX System User and Group (UNIX Only)

- Difficulty Loading Instant Messenger Resources

- Browser Displays im.jnlp Contents

- Cannot Start or Download Instant Messenger

- Changes made to the Applet Descriptor Files are not Visible in the Browser

Creating a UNIX System User and Group (UNIX Only)

System users run specific server processes. Certain privileges need to be designated for these users to ensure they have appropriate permissions for the processes they run. Normally, the installation process creates the following users and groups:

- User: `inetuser`

- Group: `inetgroup`

If the installation process does not create a UNIX user and group for Instant Messaging, you need to create them manually as described in this section. After you create the user and group for Instant Messaging, you should then set permissions appropriately for the directories and files owned by that user.

To create the appropriate UNIX user and group, follow these steps:

1. Log in as superuser.

2. Create a group to which your system user will belong. For example, to create a group named `imserv` on Solaris, type the following:

   # **groupadd imgroup**

3. Create the system user and associate it with the group you just created. In addition, set the password for that user. For example, to create a user named `imuser` and associate it with the group `imserv` on Solaris, type the following:

   # **useradd -g imgroup imserver**

   For more information on adding users and groups, refer to your operating system documentation.

4. Ensure that the user and group have been added to the `/etc/groups` file.

Difficulty Loading Instant Messenger Resources

In a network environment, you may experience difficulty in loading Instant Messaging resources if there is a firewall between the client's host and the Internet, and when Java^{TM} Web Start has not been configured with the right proxy settings.

Java Web Start queries the system or the default browser for proxy settings automatically. However, if the settings are configured using a JavaScript^{TM} file, Java Web Start cannot perform this query. Instead, you need to set the proxies manually using the Preference panel in Java Web Start's Application Manager. See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following location:

```
http://java.sun.com/products/javawebstart
```

Browser Displays im.jnlp Contents

If the browser displays the contents of the `im.jnlp` file instead of launching Java Web Start, you need to edit the web server's `mime.types` file to include a line for JNLP. For instructions on adding this line, see "Enabling JavaTM Web Start" on page 41.

Cannot Start or Download Instant Messenger

In some cases, the JAR file cache on the client system may become corrupted. If this occurs, you will not be able to start Instant Messenger, or download a new version. To fix this problem on UNIX, you need to clear the Java Web Start cache. On Windows, you need to clear the Java Web Start cache and the Java Plug-in cache as described in the following sections:

- To Delete Sun ONE Instant Messenger from UNIX Cache
- To Delete Sun ONE Instant Messenger from Windows Cache
- To Delete Sun ONE Instant Messenger from the Windows Java Plug-in Cache

To Delete Sun ONE Instant Messenger from UNIX Cache

1. Launch Java Web Start Application Manager.

    See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following URL:

    `http://java.sun.com/products/javawebstart`

2. From the Applications menu, select Remove from Cache.

3. Close the Application Manager.

To Delete Sun ONE Instant Messenger from Windows Cache

1. Launch Java Web Start Application (JWS) Manager.

    See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following URL:

    `http://java.sun.com/products/javawebstart`

2. From the View menu, select Downloaded Applications.

    The Application Manager displays the downloaded applications.

3. Select Sun ONE Instant Messenger.

4. From the Applications menu, select Remove Application.

5. Close the Application Manager.

To Delete Sun ONE Instant Messenger from the Windows Java Plug-in Cache

1. Double-click the Java Plug-in icon in the Control Panel.

   The Java Plug-in Control Panel appears.

2. Click the Cache tab in the Java Plug-in Control Panel.

3. Click Clear JAR Cache.

Changes made to the Applet Descriptor Files are not Visible in the Browser

Web browser's cache the frequently accessed applet descriptor files. Therefore, changes made to the applet descriptor files are not always reflected immediately. If this occurs, you need to clear the memory cache in the browser.

Refer to your browser's documentation for instructions on clearing the cache.

Uninstalling Instant Messaging

This appendix details how to remove Instant Messaging components. Instructions are given for both UNIX and Windows in the following sections:

- Removing Instant Messenger on Solaris

- Removing Instant Messaging on Linux

- Removing Instant Messaging on Windows

Removing Instant Messenger on Solaris

To uninstall on Solaris, you use the Java Enterprise System uninstaller. See the *Sun Java Enterprise System Installation Guide* for instructions.

Removing Instant Messaging on Linux

To remove Instant Messaging, follow these steps:

1. (Optional) If you want a copy of the Sun ONE Instant Messaging data, back up the database and any existing resource and configuration files you have customized. This includes files in the *DB*, *installation*, and *resource* directories. Default locations for these directories are as follows:

Linux	*DB directory*: `/var/opt/soim/db`
	Installation directory: `/opt/soim`
	Resource directory: `/var/opt/soim/html`

2. In a local terminal window, change to the directory in which you installed Instant Messaging.

3. At the command line, type:

   `./uninstall`

   If you want to run the uninstall program as a command-line script, type:

   `./uninstall -nodisplay`

   The Welcome panel appears.

4. Click Next to continue.

   The "Select Type of Uninstallation" panel appears.

   Choose either a full or a partial uninstall. The full uninstall removes all the components. The partial uninstall allows you to uninstall one or all of the Instant Messaging components.

5. Click Next to continue.

   (Solaris Only) If you selected full uninstall, or chose to uninstall the Identity Server Instant Messaging Service, The Instant Messaging Server LDAP Configuration panel appears.

   Enter the following LDAP Server details:

   ○ **LDAP Host Name.** Host name of the machine on which the LDAP server is running. The default is the fully qualified host name. For example, `directory.siroe.com`.

   ○ **LDAP Port Number.** Port number on which the LDAP server listens for incoming requests. The default is `389`.

   ○ **Base DN.** Base DN (distinguished name) is the entry in your LDAP directory used as the starting point to search for users and groups. For example, `o=i-zed.com`.

   ○ **BindDN.** The Directory Manager distinguished name.

   ○ **Bind Password.** The Directory Manager password.

6. Click Next to continue.

   The Ready to Uninstall panel appears.

7. Click Uninstall Now to proceed with the uninstallation.

   The Uninstalling panel displays the uninstall progress. When uninstall completes, the Uninstallation Summary panel appears.

8. (Optional) Click Details for more information about the uninstall and then click Dismiss to return to the Uninstallation Summary panel.

9. Click Exit to end the uninstallation procedure.

NOTE	The uninstall script does not remove the Java Runtime Environment installed with the product.

Removing Instant Messaging on Windows

To uninstall Instant Messaging, use the following steps:

1. (Optional) If you want to preserve your Instant Messaging server data, back up the following files and directories:

    DB directory: `C:\Program Files\Sun\Instant Messaging\db`

    Installation directory: `C:\Program Files\Sun\Instant Messaging`

    Resource directory: `C:\Program Files\Sun\Instant Messaging\html`

2. From the Start menu, choose Settings and then Control Panel.

3. Choose Add/Remove Programs.

4. Click the Install/Uninstall tab.

5. From the list of products, select Sun ONE Instant Messaging and click Add/Remove.

6. Click Yes to uninstall the product.

7. Choose either a full or a partial uninstall. The full uninstall removes all the components. The partial uninstall allows you to uninstall one or all of the components.

8. Click Uninstall Now to continue uninstalling the product.

9. (Optional) Click Details for more information about the uninstall, then click Dismiss to return to the Uninstallation Summary panel.

10. Click Exit to end the uninstall.

Glossary

alert   Notifications that user contacts instantly receive as a pop-up message. The sender is notified when the message is read if the "Show message status" option is selected.

authentication   The process of validating user credentials. In private and public computer networks (including the Internet), authentication is commonly done through the use of login ids and passwords. Knowledge of the password is assumed to guarantee that the user is authenticated.

buddy   See contact.

certificate   An electronic document used to identify the Instant Messaging server, and the public key associated with it. Sun ONE Instant Messaging supports the exchange of certificates between Instant Messaging servers. The certificate that is exchanged is transparent to individual users.

CA   Certificate Authority. An authority in a network that issues and manages security credentials and public keys for message encryption and decryption. As part of a public key infrastructure (PKI), a CA checks with a registration authority (RA) to verify information provided by the requestor of a digital certificate. If the RA verifies the requestor's information, the CA issues a certificate.

chat   Instant Messaging server's version of instant messaging, chat is a real-time conversation capability that enables users to complete projects, answer customer questions, and complete other time-critical work assignments. Chat sessions are held either in chat rooms created when required or in pre-established conference rooms.

cn   LDAP alias for common name.

conference room   A pre-established chat room, configured by the administrator or another user with `sysRoomsAdd` privilege, who also determines which users can view and access conference rooms.

contact   Contacts are LDAP users or groups with which users send and receive instant messages. Also known as "buddy" in other instant messaging environments.

contact group   A list of contacts that a user maintains. The actual list is stored on the Instant Messaging server.

contact list   List of all contact groups for a user in Instant Messenger.

cooperating server   A server that wants to communicate with your server, and one with which your server wants to communicate. Also known as a coserver. Each cooperating server is given a symbolic name, which is a string consisting of letters and digits. For example, `coservern`, where n is a number.

coserver   See cooperating server.

directory service   A logically centralized repository of information. Instant Messaging server depends on a directory service for user authentication. See also LDAP.

distinguished name   The comma-separated sequence of attributes and values that specify the unique location of an entry within the directory information tree. Often abbreviated as DN.

DN   Distinguished name.

dn   LDAP alias for distinguished name.

DNS   Domain Name System. A distributed name resolution software that enables computers to locate other computers on a UNIX network or the Internet by domain name. DNS servers provide a distributed, replicated, data query service for translating hostnames into Internet addresses.

firewall   A dedicated gateway machine with special security precautions used to service outside network, especially Internet, connections and dial-in lines. Protects a group of more loosely administered machines hidden behind the firewall from unwanted access from outside the firewall.

HTTP   Hyper Text Transfer Protocol. A standard protocol that allows the transfer of hypertext documents over the web. Instant Messaging server uses HTTP to support data flow between itself and Instant Messenger clients.

Instant Messaging multiplexor   Improves Instant Messaging server scalability by allowing a large number of concurrent client connections to require only a few connections to the backend Instant Messaging server. Instant Messenger clients connect to the multiplexor rather than the Instant Messaging server itself. When installed on the public side of a firewall, the multiplexor protects the user database from intruders, leaving the Instant Messaging server behind the firewall.

Instant Messaging server   The backend server process within the product that handles incoming commands from Instant Messenger client through the Instant Messaging multiplexor. The Instant Messaging server also communicates with the LDAP server to authenticate Instant Messaging users. See also Instant Messaging multiplexor.

Instant Messenger   The Instant Messaging client that enables users to send and receive instant messages and alerts.

Sun ONE Portal Server   A software product that enables remote users to securely access their organization's network and its services over the Internet. Additionally, it creates a secure Internet portal, providing access to content, applications, and data to a targeted audience, such as employees, business partners, or the general public.

Java applet   A small application program, written in Java, that can be sent along with a web page to a user's browser. Java applets can perform tasks without having to send a user request back to the server. Instant Messenger client is a Java applet.

Java Web Start   A web application launcher. With Java Web Start, applications are launched by clicking on a hypertext link. If the application is not present on your computer, Java Web Start automatically downloads it and caches it on your computer. Once an application is downloaded, it can be launched from a desktop icon, or from a link. No matter which method is used to launch the application, the most current version of the application is always presented.

LDAP   Lightweight Directory Access Protocol. LDAP is a protocol used for the storage, retrieval, and distribution of directory information.

LDAP server   A software server that maintains an LDAP directory and services queries to the directory. The Sun Directory Services and the Netscape Directory Services are implementations of a LDAP Server.

news channel   News channels are forums for posting and sharing information. Users subscribe to news channels of interest in order to see updates. The information in a news channel is usually published automatically through a URL, or by a user with the proper privileges. Administrators can control news channel access by assigning users to the channels they need, and by determining who can see or publish information to news channels.

news channel list   A window that shows all the news channels you are currently subscribed to. Each news channel is indicated by a separate tab.

plug-in   Code extensions to the browser that display or execute content inside a web page. Plug-ins enable the browser to display page content elements that the browser would otherwise not be able to display.

poll   The polling function in Instant Messenger enables you to query users for their response to a question. You send a question and possible answers to selected users and they respond by selecting an answer.

server process   A self-contained, fully functional execution environment set up by an operating system. Each instance of an application typically runs in a separate process.

service   A Windows NT program that runs under the Windows NT service manager. As such, it can be started automatically during start up. A default Windows installation has several services configured. One example is the DHCP client. The Instant Messaging server installation tool configures two Windows services: the Sun ONE Connection Multiplexor, and the Sun ONE Instant Messaging server.

sn   LDAP alias for surname.

SSL   Secure Sockets Layer is an open, non-proprietary security protocol for authenticated and encrypted communication between clients and servers. Instant Messaging supports server-to-server SSL.

status event   Status of a user including whether or not the user is online.

user ID   User identification. A unique string identifying a user to a system. Also referred to as a userid.

Index